

**23 MARCH 04**

**Civil Engineering**

**FAMILY HOUSING MANAGEMENT**



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Supersedes BAFBI 32-4, 31 March 1999

Pages: 27

Distribution: F

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This implements AFI 32-6001, 22 January 2002, Family Housing Management, and establishes policies and procedures for occupants residing in Military Family Housing (MFH) residing on Bolling AFB, District of Columbia. This instruction applies to all service members and their dependents. Suggested changes should be forwarded to 11 CES/CEH, Bolling AFB DC 20032.

**SUMMARY OF REVISIONS**

**This document is substantially revised and must be completely reviewed.**

This revision designates Bolling AFB IMT 5, Housing Area Inspection, to be used during exterior house inspections.

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## Chapter 1

### AIR FORCE RESPONSIBILITIES

**1.1. Overall Responsibilities.** Air Force will provide support of government-owned, controlled (leased) housing management to include the following:

- Providing maintenance and repair
- Refuse collection and disposal
- Basic pest control
- Fire and police protection
- Grounds maintenance for common areas
- Snow removal from streets

### 1.2. Command Responsibilities:

1.2.1. Command oversight is delegated to the Commander, 11<sup>th</sup> Mission Support Group.

1.2.1.1. The Commander, 11<sup>th</sup> Civil Engineer is responsible for the overall managerial aspect of this program.

1.2.1.1.1. CES/CEH is responsible for the day-to-day managerial oversight of this program.

1.2.1.1.1.1. Initial Inspections. A housing representative, with the assistance of the sponsor, will perform an initial inspection of the quarters and appliances to identify and document discrepancies. This inspection is normally performed at the time of assignment or scheduled within one week of a move into government quarters.

1.2.1.1.1.2. Maintenance and Repairs. 11 CES has the primary responsibility for maintaining MFH, but the maintenance and repair is accomplished by contract maintenance. The telephone number is reflected on a Quick Reference List that is provided as a separate document. Emergency assistance is available 24 hours a day, 7 days a week, including holidays and is categorized as follows:

#### **Plumbing:**

- No water
- Broken water line
- Ruptured hot water heater
- Frozen pipes
- Broken sewer lines
- Backed-up sewer lines
- Excessive water leaks (1 gal/hr)
- All commodes stopped-up
- Heating/Air Conditioning (A/C)

#### **Electrical:**

- Gas leak
- Bare wire
- (All) Smoke detectors inoperable
- Short circuit with sparking
- Broken window\*\*
- Broken entrance doors
- Roof leak\*\*\*
- Collapsed ceiling

(A/C or heat not operating)\*

No power to quarters

1.2.1.1.1.3. \*Denotes at least one of the following conditions must be met:

Household temperatures below 55 degrees Fahrenheit in winter months or greater than 80 degrees Fahrenheit in summer months

Pregnant resident, in the seventh month of pregnancy through the date of delivery

1.2.1.1.1.4. \*\* Denotes the following conditions must apply:

If only one pane of a double-paned glass window is broken, the job will be classified as routine.

1.2.1.1.1.5. \*\*\* Denotes the following:

After temporary corrective action is applied by the contractor, this item may, as determined by the Quality Assurance Evaluator (QAE), be downgraded as routine maintenance.

1.2.1.1.1.6. 11 CES (Housing Maintenance) will provide job order numbers and the approximate date and time the work will be completed. The two categories of service are emergency and routine. The category determines when occupants can expect the service to be scheduled. All complaints concerning maintenance and service should be directed to the QAE.

Service Call	Response Time	Defined As
Emergency	Within 1-hr Completion within 24-hrs	Failure or deficiency, which constitutes an immediate danger or health hazard to residents or threatens to damage property. A structural, utility, or mechanical problem that could cause loss of life or property. Serious damage affecting health, safety, security, or mission. Complete utility failure (electricity, gas, heat, water, sewage, or air-conditioning).
Routine	Within 5 days	Failure or deficiency, which does not immediately endanger the residents or threaten damage to property, but would soon inconvenience and affect the health and well being of the residents.

1.2.1.1.1.7. Refuse Collection and Disposal. Trash pick-up is once each week on Monday unless a holiday falls on Monday, in which case trash will be picked up the next calendar day. Trash containers are government-provided. Sponsors are responsible for cleaning the cans. Do not place loose, unwrapped garbage directly into the trash containers—secure the trash in plastic or paper trash bags first, then place the bags into the trash container. Place trash or garbage exceeding the trash container capacity, in a plastic bag, bundle or tie it up, and place along side trash container at curbside the morning of pick-up service. Return the trash container to the proper storage location after pick-up.

1.2.1.1.1.8. Disposal of large bulky items, weighing 50 pounds or less which cannot fit into trash containers must be bundled or secured in plastic bags and placed at curbside on the morning of pick-up service.

1.2.1.1.1.9. Yard waste must be placed in bags or bundles for recycling. Yard waste is defined as lawn clippings, leaves and tree limbs—do not include dirt or rocks. Plastic or paper bags containing yard waste may be placed in the recycling containers, available at the Bolling Home Center. Tree limbs must be shorter than 36 inches in length and bundled with string, wire, or other suitable material. Each bundle must not exceed an approximate weight of 50 pounds. Place any bags or bundles of yard waste next to the trash container at curbside for pick-up.

1.2.1.1.1.10. Items to be picked up, including yard waste, should be placed at the curbside not earlier than 2000 on Sundays and not later than 0630 on Mondays. The disposal of non-domestic dead animals (hit by vehicles or otherwise identified) is a Civil Engineer Squadron (CES) responsibility. Report cases to the 11 CES Customer Service Desk. For disposal of household pets, call the Washington DC Sanitation Department.

1.2.1.1.1.11. Bulk Refuse Pickup. Bulk refuse is defined as items for disposal, which exceed 50 pounds in weight. This includes furniture pieces and/or larger appliances. These items may be left out the same day as normal trash pick-up, although the bulk items will be retrieved on a separate trip. Because of this procedure, these items must be placed six feet from the curb, kept out of the way of regular refuse, and visible from the street. All appliances must have their doors removed as a precautionary measure against juvenile accidents. Contact the 11<sup>th</sup> Civil Engineer Service Contract Office for additional guidance.

1.2.1.1.1.12. Recycling. The recycling contractor will pickup recyclable materials on Wednesday for residents in the Westover, Duncan/Rice, Hickam Village, and Officer areas. Thursday service will include all other housing areas west of Chappie James and North of McGuire Avenue. Normally scheduled pick-up days that fall on a holiday will be rescheduled. The rescheduled day will be posted in the BEAM and disseminated to Community Mayor through 11 MSG/SVY. All materials should be placed into bags and separated as shown below before being placed into the recycle bin. The contractor will pick up the following materials:

All aluminum cans, pie plates, etc that have been flattened or folded

Tin/Steel cans that have been rinsed

Plastic and glass bottles that are co-mingled

Newspaper that is bundled

All other paper should be bagged

Cardboard that has been flattened

Items that cannot be recycled are:

Glass - Light bulbs, window glass, drinking cups, dishes or ceramic items

Containers used for chemical-type products (such as motor oil, antifreeze, and insecticide). These may be dropped off at the Hazardous Material (HAZMAT) Pharmacy during duty hours

1.2.1.1.1.13. Housing areas will be judged for their participation in the Recycling Program and winners will be awarded the Recycling and Environmental Award by the 11 CES

Recycling Manager. Winners will be determined by the annual and quarterly percentage of recycling participation.

1.2.1.1.1.14. Entomology Service. The residents and Entomology (ENT) share the responsibility for pest control in Family Housing. Residents must practice good sanitation and avoid practices that cause pest accumulation. Residents are responsible for controlling minor household pests, such as roaches, ants and silverfish, with general use pesticides that are available at the Bolling Home Center. These general use pesticides are free to housing residents (quantities are limited per household). The ENT Pest Service Program is a part of the permanent change of station (PCS) pre-inspection, which is accomplished 30-45 days prior to a resident's termination of quarters. The ENT office must be called for pest infestation that is beyond the control of occupants. Service is provided Monday – Friday between 0700-1545. ENT standby personnel are available after normal duty hours for emergency calls only. Please call emergency standby personnel only in very serious cases of infestation.

1.2.1.1.1.15. Lockout. Contact the housing maintenance office for assistance.

1.2.1.1.1.16. Ground Care. The government will maintain grounds beyond 50 feet of quarters or a reasonable natural boundary, which the housing representative can identify during the initial inspection. The government will also prune trees and shrubs beyond the occupant capability, and will provide seed and fertilizer at the Bolling Home Center. Seasonal announcements will be disseminated through town hall meetings, resident memorandum, The BEAM, and Bolling television (BTV) Channel 14.

1.2.1.1.1.17. Mail Boxes. Problems with mailboxes or mail service should be addressed to the Post Master, at the Congress Heights Post Office.

1.2.1.1.1.18. Snow Removal. 11 CES is responsible for snow removal from the streets. Residents must remove privately owned vehicles from the street when snowfall is imminent to enable the snowplows to clear thoroughfares. Occupants must remove snow and ice "as needed" from sidewalks and driveways. Ice melt is available at the Bolling Home Center during winter months.

1.2.1.1.1.19. Tree Spraying. 11 CES will spray trees to prevent webworm infestation five times a year May through July. Signs will be posted at least two days prior to spraying, weather permitting, to inform residents not to park privately owned vehicles in spraying areas.

1.2.1.1.1.20. Appliances. The government will provide and service ranges, refrigerators, and dishwashers. Appliances are assigned by serial number and recorded on AF Form 227, Quarter's Condition Inspection Report. Occupants should call Housing Maintenance to repair all appliances. NOTE: Occupants must not attempt to make repairs or adjustments to the appliance.

Washer and Dryer. Water and electrical connections are provided in all units. However, occupants are responsible for the dryer vent hose and outside connection. From the dryer to the outside connection, is the resident's responsibility. Dryer vent hoses are available at the Bolling Home Center. Gas dryers are permitted only in the FY97 units with garages.

1.2.1.1.1.21. Privately Owned Appliances. These items may be stored in non-temporary storage (NTS) during the occupant's tenure. 11 CES Housing Management Office must be notified before quarters are assigned or within the first 30-days of assignment to store items in NTS.

1.2.1.1.1.22. Filters. Heating and air-conditioning unit filters are government-furnished and are available at the Bolling Home Center. Residents are responsible for periodic changing of disposable filters and cleaning of permanent type filters. Filters must be cleaned or changed once a month, except for the newly constructed town-house units, which require attention on an "as needed" basis. Housing Maintenance Contractor is responsible for changing filters in the townhouses with garage.

1.2.1.1.1.23. Bolling Home Center (BHC). Residents may select from a variety of items maintained in the Center. Some common items are listed at [Attachment 1](#). Residents are responsible for routine maintenance and minor repairs, including, but not necessarily limited to:

Basic insect control

Changing light bulbs

Changing or cleaning filters

Clearing simple drain clogs, plunging toilets, replacing sink stoppers

Replacing oven/stove knobs, replacing toilet seats and showerheads, and securing door-stops and loose doorknobs.

**NOTE:** Residents may be required to reimburse the government for service when damage is due to negligence. The BHC is located at 934 Arnold Ave and the hours of operation are: Tuesday-Friday, 0700-1900; Saturday, 0730-1200 and 1300-1600. The center is closed on holidays.



## Chapter 2

### RESIDENT RESPONSIBILITIES

**2.1. Name Signs.** Residents living in quarters that were constructed prior to 1997 are required to place a name sign on the quarters. Signs can be made at the Bolling Home Center.

2.1.1. Social Visits. Residents are responsible for their guests. Bonafide guests may visit up to 30 days without constituting joint occupancy. The Commander, 11th Mission Support Group may authorize extensions. All requests must be in writing and signed by the sponsor.

2.1.2. Leave or Extended Temporary Duty (TDY). Residents should not leave the quarters unoccupied for extended periods over five days. For longer periods, residents must arrange for security and prudent care. This can be fulfilled by notifying the housing office, in writing, of the intended absence and identifying the person(s) designated to perform normal maintenance, and have access to quarters. 11th Security Forces can be notified for patrol purposes.

2.1.3. Residents are responsible for simple maintenance and repair of quarters, as required by Air Force. Residents are expected to take prudent care of the quarters and are responsible for routine maintenance, simple repairs, and housekeeping, such as:

- Changing light bulbs
- Replacing heater and air conditioner filters
- Securing door stops
- Replacing sink stoppers
- Cleaning stove burners
- Plunging toilets and sinks
- Basic insect control

Housing maintenance may still perform this work when your home is vacant or when emergencies arise. Residents are encouraged to use the Bolling Home Center to get supplies for maintenance and simple repairs. The Air Force has established cleaning standards, and they are applied equitably regardless of grade or position. Cleaning standards are minimized for homes scheduled for major renovation.

2.1.4. Liability for Damage to Equipment and Furnishings. Residents may be held accountable and liable for loss or damage to the family housing structure, equipment, and furnishings if the damage is due to abuse or neglect. While the amount of liability is limited to 1 month's basic pay in cases of simple negligence, residents may be liable for the full amount of damages or loss for willful misconduct or abuse. DFAS-DER7000-8 provides guidance on how to determine responsibility and financial liability. It also explains in which situations claims may be waived or limited, if dependents or guests cause the damage and the resident had no opportunity to prevent the damage. It also establishes procedures for processing Reports of Survey, how to request reconsideration, and how to appeal unwaivered claims. It also explains how to request for remission of debts.

2.1.4.1. Damages to Housing. When damages beyond reasonable wear and tear are determined to be the resident's responsibility, the resident must meet Air Force standards when completing the repair or replacement. The housing office staff can fully explain the options to repair or replace damaged items and the method of payment.

2.1.4.1.1. Determining Replacement Costs. In determining replacement costs, use the lower amount determined by either of the following procedures: Multiply \$37 per square foot times the gross floor area shown on the real property record (the housing office will provide this to you from their 7115 report) or use the amounts shown in the table below:

Grade	Bedrooms	\$000
E1/E6	2	42
	3	53
	4	59
	5	68
E7/E9 and O1/03	2	42
	3	59
	4	64
	5	68
O4/O5	3	62
	4	68
O6	4	75
O7/O10	4	92
O7/O10 (commander housing)	4	102

**Example:**

*A TSgt occupies a home designated on real property records as company grade, 3 bedroom, or (distributed for assignment purposes to a junior noncommissioned officer) which has 1,537 square feet (gross):  $\$37 \times 1,537$  square feet = \$56,869 or from the chart \$53,000. In this case, the member's liability is limited to \$53,000 (the lesser amount), in which case the member may wish to obtain insurance for \$53,000. In no case should member liability for damages caused by gross negligence or willful misconduct exceed the amount the Air Force is authorized to spend on replacement construction.*

2.1.4.1.2. Repair Costs. The following list is an example of commonly damaged and destroyed items; it is not all-inclusive, but shows typical costs. Costs will vary, depending on circumstances. Costs include labor and materials:

Damage	Estimated Cost	Remarks
Carpet	\$21.70 - \$29.70 Per Sq Yd	
Exterior Door Locks	\$40.00 Per Lock	
Interior Door Locks	\$20.00 Per Lock	

Damage	Estimated Cost	Remarks
Yard		Inspector will assess damage
Pet Damage		Inspector will assess damage
Waterbeds		Inspector will assess damage
Interior Door 26"	\$ 52.00	
Interior Door 32"	\$ 55.00	
Patio Screen Door 36"	\$ 82.00	
Patio Screen Door 48"	\$ 82.00	
Storm Door	\$140.00	
Patio Glass Door	\$150.00-\$200.00	
Thermal Pane Glass	\$70.00 - \$160.00	
Garbage Disposal	\$ 75.00	

2.1.5. Insurance. Residents are encouraged to consider buying commercial insurance (renters insurance) to cover personal liability for government property and personal property if there is a major loss while residing in family housing. Renters insurance should clearly include personal liability coverage for loss or damage to family housing, furnishings, and equipment. There is a possibility only liability coverage for government property can be obtained without insuring all personal property. Residents are encouraged to contact the housing office about replacement value of the quarters, based on net square footage and grade, authorized by public law. The housing staff or Staff Judge Advocate office can answer specific questions.

2.1.6. Energy Conservation. Housing residents can play a vital role in the Wing's Energy Conservation program. Fewer dollars for housing and rising utility costs require good judgment. Do what is prudent and practical to conserve utilities.

Water. Normal and reasonable use of water is not restricted. However, since excessive usage results in increased costs and depletion of a valuable resource, it is necessary that all waste be eliminated. Do not allow water to run into the streets. Position sprinklers so they do not saturate walls. Lawn watering between 1000-1600 is prohibited due to excessive evaporation during those hours.

Ensure children with water hoses or in wading pools do not waste water.

Watch the Housing Memorandums for lawn watering schedules, when restrictions are required.

Heating and Cooling. Furnace filters should be cleaned once a month. The area in the utility room around the furnace should be clear and accessible to eliminate fire hazard and allow circulation. Recommended temperature settings are as follows:

	Day	Night
Heat	70 degrees	68 degrees
Air conditioning	80 degrees	78 degrees
Hot water heater setting should not exceed: 130 degrees		

Conserving these resources will result in large monetary and heating fuel savings for the installation without jeopardizing health. Resident's assistance is needed to help minimize fuel waste. Family members who have health conditions necessitating **emergency** service for air conditioning or heating are encouraged to furnish the housing office with a copy of the medical documentation.

**Electricity.** Residents can help to conserve electricity by minimizing the use of electrical appliances and lights. When the air is extremely humid and the temperature is above 95 degrees, peak demand occurs between 1200-2200 hours. When temperature is below 20 degrees, the peak demand periods are 0500-1000 and 1600-2300 hours. Turn outside lights off during daylight hours. Wattage for government-furnished general use light fixtures is 60 watts, closets is 25 watts; do not exceed 120 watts for area lights. Buy and replace bulbs as needed.

2.1.7. **Environmental Impact.** Do not dispose of engine oils, engine coolants, car grease and other similar products in the plumbing, drainage systems, or on the ground. The Auto Skills Center is the authorized disposal facility. Also, burning of leaves or refuse is prohibited.

2.1.8. **Quarters Interior Care.** Residents are responsible for cleaning the following:

**Windows-interior.** They are responsible for cleaning the interior and exterior surfaces of all windows that are safely accessible. (Safely accessible is usually 6 feet or less in height).

**Kitchen.** Give special attention to maintaining appliances and cabinets. Clean ovens, top burners, and broiler units regularly to prevent grease buildup, which can quickly become a fire hazard. Clean refrigerator interiors frequently to remove food deposits. Do not use sharp instruments to remove ice when defrosting, and do not use gritty or harsh detergents when cleaning. To avoid jamming the cutting mechanism in the garbage disposal, avoid placing fibrous material, such as onions and celery in the disposal. Also, grease in the garbage disposal can solidify in the pipes and cause stoppages. Be careful to keep hot pots, pans, and utensils off countertops to avoid permanent damage. The use of non-adhesive shelf paper in drawers and cupboards is recommended to avoid damaging surfaces upon removal. Walls should be cleaned periodically to prevent grease buildup.

**Bathrooms.** The tub and shower walls have a tendency to mildew and should be cleaned periodically with a product to combat mildew. Non-skid decals should not be used as they leave marks in tubs, which are tough to remove. Keep sink and tub drain free of accumulated hair and obstructions. Clean exhaust fans periodically as needed. Do not flush non-disposable items down the toilet.

**Floors.** Excessive water can cause damage to any floor, especially wood. Use a quality wax remover to prevent wax build-up, and also pay special attention to corners and baseboards. A general-purpose liquid cleaner should be used for mopping and scrubbing. Protect floors with a regular application of water-soluble wax. Take care when moving heavy objects to avoid damage to floor covering.

**Carpets.** The carpet installed in the quarters meets commercial standards for wear. It is expected to last seven years under normal residential use, provided it is properly cared for. Recommended care instructions are as follows:

Place mats at exterior entrances to wipe feet

Vacuum at least once per week

Clean up spills immediately (stain/spot remover can be obtained from the BHC at no charge and should be used to clean up stains)

Inspect periodically for spots and stains; treat with a spot/stain remover

Since carpet, like other government property, can be damaged by accident or deliberate abuse, residents are liable for damages beyond "fair wear and tear." Potential occupant liability includes, pet and/or any other non-removable stains that go beyond "fair wear and tear." Quarters without carpeting

may be carpeted with removable carpeting at the resident's expense. Do not use tack strips to hold carpet in place as this damages floor tile. Residents are liable for damages and could be required to repair or replace existing tile floor. Double face tape may be used or lay loosely to avoid damages. Carpet must be removed prior to final inspection, and floors cleaned underneath. If the incoming resident wishes to accept the existing carpet, a statement acknowledging carpet and acceptance of the floor underneath must be signed by the incoming resident. The signed statement must be included in the facility file prior to the final inspection.

**Walls.** Use mild soap and warm water for cleaning walls. Do not apply adhesive-backed materials, wallpaper, or decals to the walls, since removal may cause damage. Use nails or picture hangers for hanging pictures and objects, and fill holes when you remove the nails. Please make sure doorstops are in place to prevent damage to walls.

**Insect Control.** Normal pest control measures are a part of good housekeeping and the resident's responsibility. Commercially available insecticides may be used provided directions and safety precautions are strictly adhered to. Pesticides are available at the Bolling Home Center.

2.1.9. Exterior Maintenance. Areas around quarters must be free of trash, leaves, and debris.

**Windows Exterior.** Residents are responsible for cleaning the exterior of first floor windows that are safely accessible and other floors if the outer surfaces are accessible from the interior or safe exterior platforms such as decks and patios.

**Outside Water Faucets.** Outside water faucets need to be protected from freezing in the winter. The care of these water faucets depends upon the type of quarters you reside in. All outside hoses must be disconnected 1 November - 1 April.

**Townhouse Units with Garages and Units with Carports (officer and enlisted).** These units are equipped with frost-proof outside faucets, which are safe from freezing if hoses are disconnected. Faucets may freeze, break, and flooding may occur if hoses are left attached in units.

**Brick Units.** Shut-off valves for outside faucets are located in utility rooms of every other unit (*one shut-off valve controls the outside faucets for two units*). Coordinate all shut-off/turn-on with neighbors--whoever has the shut-off valve must shut it off and advise neighbors to open outside faucet and drain the line. If the outside faucet line is not drained, it will freeze and break, flooding the units when the water is again turned on to the outside faucet in the spring.

**Grounds Care.** Residents are responsible for grounds up to 50 feet from dwelling or a reasonable natural boundary. The boundary may be identified as either halfway between adjoining quarters, a line marked by shrubbery or trees, or a fenced area. Residents must maintain both sides of the fence up to the natural boundary or yards fenced inside the 50-foot line or inside the natural boundary. All residents are expected to maintain a neat, well-kept lawn. Family housing areas are periodically inspected according to the standards listed below. To maintain standards of appearance, vegetable gardens and/or growing of vegetables in flowerbeds are prohibited in the housing areas.

2.1.10. Lawn Standards and Inspection Procedures.

2.1.10.1. Residents are encouraged to be creative while managing the lawns and are expected to follow the below guidelines. Housing areas are inspected weekly, based on standards listed below. Residents not maintaining acceptable standards will receive a "Housing Area Inspection" discrepancy notice (Bolling AFB IMT 5, Housing Area Inspection). **NOTE:** This IMT will be left at the quarters and the quarters will be re-inspected within 72 hours. **REPEATED DISCREPANCY NOTICES ARE NOT ACCEPTABLE AND COULD RESULT IN TERMINATION ACTIONS.**

**Planting flowers.** Do not plant seeds or beans that are poisonous or that can be a hazardous. Keep flowerbeds neat and free of weeds and grass. Fences and borders may be approved on a self-help work request. Many family housing residents take special pride in maintaining their homes, and the Air Force recognizes these special people. Base-wide recognition is given to the winners. Show your pride and compete! Every resident is expected to maintain a neat-appearing lawn

**Grass Mowing.** Grass should be mowed regularly, but no lower than a height of 2 ½ to 3 inches to eliminate weed growth and maintain a neat appearance

**Grass Edging.** Edge sidewalks, driveways and roadways to maintain a neat appearance

**Grass in Crack.** Remove grass from cracks and crevices in sidewalks, driveways, parking spaces, and steps

**Grass Trimming.** Trim grass around foundation of house, doorsteps, and carport. Remove grass/weeds from cracks or seams in sidewalks and driveways

**Bushes/Hedges.** Trim bushes/hedges as necessary to maintain a neat appearance

**Flowers/Shrubs.** Flowers and shrubs may be planted in areas adjacent to the foundation of the quarters. Do not plant poisonous plants or plants that can be hazardous. Flowerbeds must be kept neat and free of weeds, grass, and dead plants. Any fence or border must be approved on a self-help work request, available at the Housing office

**Carports/Patios.** Carports and patios must be neatly maintained. While storage is limited, these areas must not be cluttered or unattractive

**Play Equipment.** Large play equipment such as swings, gym sets, trampolines, etc., is permitted in back yards only. Infant or adult swings are prohibited from being hung from decks, carport beams, or building overhangs

**Removal of Debris.** The lawn must be free of debris (paper, cans, candy wrappers, etc.). Additionally, items such as tires, plywood, or other miscellaneous items leaning against the house or carport must be removed and stored properly

**Vehicles.** Vehicles should not block fire hydrants or postal cluster boxes at any time. Major vehicle repair in the housing area is prohibited

**Snow/Ice Removal.** Remove snow and ice (as needed) from sidewalks and driveways. The 11 CES is responsible for removing snow and ice in roadways.

**Swimming/Wading Pools.** Inflatable swimming/wading pools are permitted, however, they must be attended and drained when not in use

**Clothes Lines.** Clothes lines are not permitted in Family Housing

## Chapter 3

### FIRE PROTECTION

**3.1. Fire Department Responsibilities.** Navy District Washington (NDW) Fire Department is responsible for instructing residents on the procedures to follow in case of fire. Residents are responsible for instructing their family members.

3.1.1. Fire Prevention Training. Training will be conducted prior to occupants moving into MFH.

3.1.2. Fire Prevention Plan. Fire evacuation plan should be made with primary and alternate routes of escape. Establishing and practicing escape routes, as a family activity, may save lives. Ensure fire department personnel are aware of handicapped family members.

3.1.3. Smoke Detectors. Residents should inspect smoke detectors during the initial inspection of the quarters. Residents are required to perform an operational test of the detector periodically, preferably once a month. Residents can pick up free batteries from the Bolling Home Center.

3.1.4. Fire Reporting Procedures. IF A FIRE OCCURS IN THE QUARTERS, NOTIFY THE BASE FIRE DEPARTMENT IMMEDIATELY, THE TELEPHONE NUMBER IS ON THE STICKER. GIVE THE FIRE ALARM OPERATOR THE NAME, HOUSE NUMBER, AND STREET. DO NOT HANG UP UNTIL THERE IS AN ASSURANCE THE INFORMATION HAS BEEN RECEIVED CORRECTLY. REPORT ANY FIRES REGARDLESS OF SIZE.

3.1.4.1. Gasoline Storage. Never store flammables in the home and do not store more than three gallons of flammable liquids. Outside storage areas should be child proof.

3.1.4.2. Barbeque Grills. Only adults should light and/or supervise grills. Keep grills away from building overhangs and porches and always keep them at a reasonable distance from combustible structures (at least 10 feet away from structures). Grills are not permitted in the front yard or under carports. **NOTE:** Units with decks: Grills may not be used on top of or underneath the deck area.

3.1.4.3. Clothes Dryers. Check and clean lint traps in clothes dryer before or after each operation. Pull dryer away from wall and clean dryer lint filter hose regularly. Do not place plastic articles in the dryer.

3.1.4.4. Cooking Appliances. NEVER LEAVE COOKING UNATTENDED. If a fire occurs, cover the burning pan with a lid, turn off the appliance, and call the fire department. NEVER USE WATER ON GREASE FIRES! DO NOT ATTEMPT TO MOVE THE PAN! Clean kitchen exhaust fan filters often to prevent accumulation of grease.

3.1.4.5. Housekeeping. Do not let trash accumulate in closets, attics, storage areas, or near any type of heater.

3.1.4.6. Power Equipment. Turn off lawn mowers and edgers and let them cool before refueling.

3.1.5. Deck Load Capacity. The maximum load capacity is no more than 1,700 pounds at a time on units with decks and/or balconies.

## Chapter 4

### SECURITY

**4.1. Security Forces.** 11<sup>th</sup> Security Forces Squadron is responsible for controlling and safeguarding base property. Security Forces routinely patrol housing areas. When notified, the Security Forces personnel will investigate incidents under their jurisdiction. Direct inquiries concerning law enforcement to Security Forces Law Enforcement Desk.

4.1.1. **Parking.** There is at least one parking space allocated to each housing unit. On-base parking of privately owned vehicles must be in driveways or authorized parking areas only. Use unassigned spaces for visitor parking and for parking additional vehicles. All resident vehicles must have a current registration. Vehicles parked for an extended period without registration will be deemed abandoned and will be towed at the owner's expense. Parking on grass, seeded or dirt areas and within 20 feet of a crosswalk, within 15 feet of a fire hydrant, or in front of a post office box is prohibited. Be reasonable and considerate of your neighbors. Do not park automobiles, motorcycles, house utility trailers, campers or boats on lawns or communal grounds in the housing area.

4.1.2. **Recreational Vehicles.** The parking of recreational vehicles (RV) (i.e. boats, campers or trailers) in the housing area is limited to 24 hours unless the assigned unit has a garage. If the unit has a garage, the RV may be parked inside as long as the garage door will close completely. Residents with RV's too large to fit inside the garage or in housing units without garages must store them in a Recreational Vehicle Storage Area on or off-base. Prior approval from the Commander, 11th Mission Support Group or designated representative must be received for your guest to park a recreational vehicle in the MFH area.

**4.2. Visitor(s) Reception.** During Force Protection Condition (FPCON) Alpha and Normal expected visitors should be announced by calling the Joint Visitor Center prior to their arrival per BAFBI 31-5/Installation Security Instruction. All visitors must enter through the South Gate. If visitors arrived unannounced, Security Forces will call the sponsor to confirm. If confirmed, a Visitor's Pass will be issued. This procedure is used until 2200. After 2200 and until 0600, the sponsor must come to the South Gate to get a Visitor's Pass for the visitor to enter the base. Children 17 years old or younger cannot be escorts for visitors. Refer to 11<sup>th</sup> Wing Instruction 31-1, Bolling AFB FPCON BRAVO – Delta Entry Control Procedures (FOUO) for procedures during FPCON Bravo through Delta.

**4.3. Firearms and Fire Works.** Possession of a handgun is a felony offense in the Washington DC area. Handguns CANNOT be stored or registered to an on-base address. Rifles and shotguns, on the other hand, can be stored in the Security Forces Squadron or residence after being registered in the District of Columbia and Security Forces Headquarters. Fireworks are also prohibited from the base. For additional information, contact Security Forces.

**4.4. Crime Stop.** For fast response to a crime in progress, call 11<sup>th</sup> Security Forces Law Enforcement Desk.



## Chapter 5

### NEIGHBORS

**5.1. Noise Control.** Excessive noise is the primary complaint received in the housing office. Many residents work shifts and sleep during the day. Consider the following to promote good neighbor relationships:

**Parties.** Many complaints can be avoided by informing neighbors before having a party.

**Excessive stereo and television volumes.** Don't assume neighbors enjoy the same type of music or television programs and keep the volume down inside and outside quarters.

**Quiet Hours.** Quiet hours are between 2200 and 0800.

**5.2. Conduct and Behavior.** Family disputes and other disruptive behaviors are a concern to base leadership. Although sometimes harmless on the surface, these disturbances may be indicative of serious problems and are disruptive to the community at large. Such conduct is incompatible with accepted standards. Disruptive behavior is any substantiated misconduct by military members, their dependents, or guests that disturb peace and good order on the installation. It includes, but is not limited to, loud domestic disputes, assaults, thefts, property damage, child neglect, and other disorders. A single incident of serious disruptive behavior by occupants of family housing or their guests may be sufficient to justify termination of the privilege to reside on base. As a general rule, a directed move off base may result when the sponsor, family members, and guests demonstrate an inability to curb disruptive behavior. While each case will be decided on a case-by-case basis, the following provides examples concerning directed moves:

The first instance of a domestic disturbance may result in required counseling. Refusal to participate or cooperate in counseling may justify a directed move off base. Repeated instances of disruptive behavior, including domestic disturbances, may result in a directed move off base

Any disturbance that results in an assault is considered to be serious enough to justify consideration of a directed move off base for the first offense. Serious disruptive behavior; for example, theft, vandalism, or destruction of property may also result in a directed-move off base for the first offense

**5.3. Control of Dependents.** Residents are responsible for their dependents

**Supervision:** Dependents should be closely supervised at all times. Procedures are outlined in a separate document titled "Youth Supervision Guidelines" which can be obtained by mayors and residents through the 11th Mission Support Group, Community Programs Office. Unattended children who exhibit destructive behavior such as vandalism should be reported to Security Forces. Family Advocacy oversees the process of identification, prevention and treatment for child abuse, neglect, and spouse abuse. Family Advocacy should be contacted for information regarding the age a child can be left alone

**Curfew:** A curfew is in effect on BAFB after 2200, Sunday through Thursday nights for children aged 16 and under unless accompanied by a parent or guardian. Friday and Saturday curfew is 2400.

**Playground:** Approved playgrounds are located in each housing development. Dependents are prohibited from using neighbors' yards and streets as playground areas

**5.4. Pet Control.** Refer to Bolling AFB Instruction 32-8, 26 Dec 02, Family Housing Management-Pet Control. ADVISEMENT: Pets should not become a neighborhood nuisance with excessive barking.

**5.5. Repairing Vehicles and Boats.** Repair of vehicles and boats is restricted to minor maintenance, such as replacing lamps or lights, installing radios or stereo equipment, or tightening screws and bolts.

**5.6. Guests.** Social visits of 30 days or less by guests of persons to whom quarters are assigned are authorized and will not constitute joint occupancy. The Family Housing Office should be notified in writing as to who will be visiting and the duration of their stay. Documentation will be provided for presentation to the Visitor's Center personnel so that a Visitor's Pass can be issued. If guests are military members and are receiving Basic Allowance for Housing (BAH), the stay in quarters is limited to 30 days. After 30 days the military member must go to 11WG/FMF (Accounting and Finance) and request a stop action be processed to discontinue the BAH.

## Chapter 6

### SPECIAL CLIMATIC SITUATIONS

**6.1. Geographical Location.** Due to our geographical location, BAFB may be subjected to tornadoes, thunderstorms or flooding. During the event of a special climatic situation, stay tuned to the low band radio station (AM 1600), TV (if you have cablevision), or the BAFB's public announcing system for guidance.

**6.2. Severe Thunderstorms.** Thunderstorms are common in the Washington DC area. Stay indoors and do not venture outside unless absolutely necessary. Stay away from open doors, windows, and plug-in electrical appliances.

**6.3. Tornadoes.** Under these conditions, take cover in the smallest room with stout walls, or under heavy furniture. An inner hallway or bathroom will provide the best protection. Stay away from windows and do not open them.

**6.4. Flooding.** If flooding should occur, relocate entire family to the highest level inside the home.

## Chapter 7

### COMMUNITY/RESIDENTIAL ACTIVITIES

#### **7.1. Lawn, Garage, and Carport Sales.** These sales are authorized with the following exceptions:

- Cannot exceed one (1) per year, unless making a Permanent Change of Station (PCS) move
- Approved Yard Sale signs may be picked up at the Bolling Home Center. Signs must not be posted earlier than one-day prior and must be removed immediately after the event
- Advertising is limited to Base Exchange, BEAM (a fee is assessed) and Bolling TV. Word of mouth is also an effective way to advertise a sale
- Posters may not be displayed in the Family Housing area, nor affixed to telephone poles, street signs, mailboxes, or buildings

#### **7.2. The Yard Of The Month Program.** The Yard of the Month Program is designed to keep the housing areas neat and clean. Awards will be given to promote positive responses. Residents will be judged on the following criteria:

- Lawn area must be well maintained and manicured
- Shrubbery must be evenly trimmed
- Driveways and curbs must be edged and free of grass
- Flower beds must be free of weeds and present a neat appearance
- Areas around trees, shrubs, fences, and against the house should be well maintained;
- Ingenuity within regulations will be considered

7.2.1. This program runs May through August, and is broken down into the following categories:

**-Yard of the Month.** Awarded to housing unit winners.

**-District of the Month.** Housing districts are eligible for District of the Month. Winners are acknowledged by portable signs designating them as the "District of Excellence" at the entrance and exit of their district.

**-Yard of the Year.** Awarded in September. Yard of the Year is an accumulation of all Yard of the Month winners for that year. All yards are judged on the same criteria as Yard of the Month. Preliminary judging is done by the mayors, while the final round of judging is done by an independent panel of non-resident volunteers. Award package for Yard of the Year consists of donations from on base agencies.

**-District of the Year.** Awarded in September, District of the Year is the district with the least amount of discrepancies. Winners receive a permanent sign stating their accomplishment and it is posted on the street sign entering and exiting their district.

7.2.2. Winners will receive the following:

- Sign designating recognition for winning in front of their home
- Letter signed by the Commander, 11<sup>th</sup> Mission Support Group
- Picture of their yard/home posted on a designated board in the Bolling AFB AAFES Mall

**7.3. Mayoral Program.** This program is designed to enhance the community environment and quality of life for all residents. The program provides housing residents the opportunity to voice concerns and opinions as well as increase command responsiveness to family needs. Ultimate success of the Mayoral Program depends on active and positive involvement of residents and base leadership. Specific guidelines can be obtained from 11 MSG/SVC, Community Programs Office.

**7.4. Business Enterprises.** Some businesses for profit may be conducted from MFH. Contact the housing office or legal office for additional information and guidance. All requests should be coordinated through HQ 11WG/JA and then submitted in writing to the housing office (11 CES/CEH).

**7.5. Child Daycare Providers.** With approval of the 11<sup>th</sup> Mission Support Group Commander, Child Daycare Providers are authorized, but must be screened, licensed and monitored by the Child Development Center. Questions concerning obtaining or providing childcare should be directed to the BAFB Child Development Center.

**7.6. Gambling.** Gambling and/or games of chance where money exchanges hands are illegal in base housing. This includes games that pay a “percentage” or “donation” to the house.

**7.7. Solicitation.** The Commander, 11<sup>th</sup> Mission Support Group or designee must approve all solicitation, fund raising, scout activities, school sales, etc. Solicitation packages can be obtained from 11 MSS/MPF (Customer Service) located in Building 5681.

## Chapter 8

### SELF-HELP

**8.1. Self-Help.** Residents are authorized to complete self-help projects that are relatively simple and primarily beneficial. Normally, a self-help project is to improve living conditions and must not generate additional maintenance or repair costs. For example, residents are not authorized to drill holes, install nails, etc., in aluminum siding on the exterior walls, overhang or carport ceiling.

8.1.1. Requesting Self-Help Work – AF Form 332. All self-help work requires completion of an AF Form 332, Base Civil Engineer Work Request, which can be picked up from the BHC and must be coordinated through the housing office. Work cannot be started until written approval is received.

**Fence.** Chain link, galvanized steel is authorized. Fences will be installed in backyards only. Maximum height will not exceed 48 inches. The width of the enclosure will not exceed the width of the quarters. Corner dwelling fences will not be extended beyond the dwelling. Length of fences will be limited to a maximum of 50 feet measured from the foundation wall. Any fences that do not meet minimum standards of safety and appearance must be repaired or removed. Corner units must not adjoin fences; preventing walking through to common areas.

--Existing fences which do not meet the standards cannot be transferred "as is" to an incoming occupant. Upon termination of quarters, the outgoing resident must remove fences that do not meet the standards and restore the grounds

--In an effort to maintain a uniform appearance, wood picket type fences are not permitted.

**Satellite Dishes:** Residents wishing to install a satellite dish must submit an AF Form 332. Include a detailed description, drawings of each dish mounting, buried cable route, and cable entrance to house. Work this in close coordination with the housing office. A satellite dish cannot be larger than 18 inches. All dishes must be grounded and no guy wires may be used to support the dish pole. Poles must not exceed 10 feet in height above the ground. The dish cannot be attached (i.e., nailed, screwed, welded, glued, etc.) to any government property. No digging on the installation is permitted prior to AF Form 332 and a digging permit, AF Form 103, Base Civil Engineering Work Clearance Request approval. The resident assumes total responsibility for any damages to the housing unit as a result of the satellite dish installation. The government will bear no expense or liability for assembly, disassembly, thefts, vandalism, or damage caused by acts of God to the installed equipment. Upon termination of government quarters, the resident is responsible for removing all underground cable, concrete footing, melting channel, and satellite dish. Wall feed through bushings for cable entrance into units must be plugged and sealed when cable is removed. The housing unit must be returned to its original state at the requester's expense. This includes filling any holes left from the satellite cables and/or operation of the dish. Upon termination, the new occupants may take responsibility for the installation of the dish and the restoration of the housing unit and grounds

**Painting Interior Walls:** An approved AF Form 332 is required before starting self-help work.

**Waterbeds:** An approved AF Form 332 is required prior to the installation of a waterbed. After approval, sponsors are encouraged to secure renters insurance to cover damages that may occur.

**Storage Sheds:** An approved AF Form 332 is required prior to the installation of a storage shed.

**Garage Door Openers:** An approved AF Form 332 is required prior to installing a garage door opener. If the outgoing resident, upon termination of quarters cannot transfer the garage door opener to the incoming resident, the outgoing resident must remove it and restore the area to the original configuration.

**Flags:** Residents may install one flagpole bracket to the exterior of the quarters to display flags no larger than 3 ft. by 5 ft. Vertical flagpoles are prohibited. An approved AF Form 332 is required before beginning installation. Flagpole brackets may be installed in the following locations:

- Brick Units – 3-5 inches to the inside corner (right or left) of the name sign.
- FY75 Units – On the carport column, 18-24 inches from the top of the column.
- Townhouses – To be determined on a case-by-case basis. Contact the housing office for more information.

**8.2. Disposition of Improvements.** Residents must remove all self-help work before final inspection unless the incoming resident or Air Force agrees to accept the project in writing. When removing the self-help work, the surface must be restored to its original configuration. Consult with the housing inspector about removing the self-help work and restoring surfaces.

## Chapter 9

### TERMINATION OF MILITARY FAMILY HOUSING

**9.1. Giving Notice.** A 40-day notice of the termination date (short notice PCS excepted) is required. Do not wait for orders to inform the Housing Office of pending termination. Early notification will facilitate the scheduling of the pre-final and final inspection.

**9.2. Pre-Final Inspection.** This inspection is designed to assist residents in preparing for the final inspection. It includes reviewing the quarters cleaning checklist that was provided to you by the housing representative when you scheduled the inspection and discussed your individual cleaning requirements. During the inspection, the housing inspector will identify any maintenance requirement that needs to be accomplished, as well as damages above normal wear and tear. Residents must notify the housing office in advance when an emergency arises that prevents the presence of the sponsor at this inspection.

**9.3. Final Inspection.** This inspection is conducted after furniture has been removed and quarters have been cleaned in accordance with the cleaning checklist. This is not a "white glove" inspection, but residents are required to clean according to the guidance provided in the cleaning checklist. It is also the opportunity for the housing inspector to identify any maintenance requirement that was not noted during the pre-final inspection. Residents who fail this inspection must contact the housing office as soon as possible to reschedule. Re-inspection will be performed as the inspection schedule permits. Residents may contract outside vendors to clean their quarters for them. A list of individual cleaners is maintained at the housing office and will be provided upon request. Contracts between cleaners and residents or any other party does not relieve the sponsor of his/her responsibility to clean and satisfactorily clear government quarters. In the event quarters are not properly cleaned and cleared, or quarters have been abandoned, the Housing Manager will arrange for a commercial cleaner to clean the quarters at the resident's expense. The resident is liable for any damages to the quarters beyond normal wear and tear. Reimbursement for charges for cleaning and/or damages is collected from the resident by appropriate means. THE RESPONSIBILITY FOR THE FINAL CLEARANCE OF MILITARY FAMILY HOUSING RESTS SOLELY WITH THE MILITARY MEMBER.

DUANE A. JONES, Colonel, USAF  
Commander, 11TH Wing



**Attachment 1****BOLLING HOME CENTER INVENTORY**

The following are some items available at the Bolling Home Center for use by Family Housing residents:

**For the Bath:**

Towel Bars (18" & 24")  
 Toilet Paper Holders  
 Toilet Paper Rollers  
 Toothbrush/Tumbler Holder  
 Soap Dishes  
 Shower Curtain Rods  
 Shower Splash Guards  
 Medicine Cabinet Mirror (pulls)  
 Medicine Cabinet Shelves  
 Faucet Fix-It Parts  
 Toilet Seats  
 Bath Tub Caulking  
 Bath Tub Stoppers  
 Bath Tub Overflow Plate  
 Shower Heads/Arms  
 Robe Hooks  
 Sink P-Traps  
 Sink Stoppers  
 Faucet Aerators

**For the Kitchen:**

Sink Stoppers  
 Sink Splash Guards  
 Faucet Fix-It Parts  
 Range Hood Filters  
 Faucet Aerators  
 Magnetic Cabinet Door Catches  
 Sink P-Traps

**Indoors:**

Screen Window Inserts & Clips  
 Screen Door Inserts & Clips  
 Baseboard Air Deflectors  
 Furnace & A/C Filters  
 Door Locks  
 Light Fixture Lenses/Globes  
 Fluorescent Light Bulbs  
 Screen Door Latches  
 Screen Door Closures  
 Sliding Patio Door Locks  
 Sliding Patio Door Pull Handles  
 Paint and Paint Supplies  
 Wall Spackling  
 Outlet Safety Caps  
 Traverse Rods  
 Stair Rail Brackets  
 Door Stops  
 Draft Seals Kits  
 Window Shades  
 Outlet & Switch Plates  
 Closet Door Hardware (Knobs, Pins, & Guides)  
 Closet Shelves & Brackets  
 Floor Tile  
 Assorted Screws/ Nails, etc.  
 Carpet Cleaning Machines  
 Carpet Stain/Spot Remover

## Mouse Traps

### For Outdoors:

Garbage Toters & Lids	Fertilizer	Recycle Bins
Grass Seed	Ice melters (winter only)	Shrubs (various )
Seed Spreader*	Rakes*	Weed Killer
Shovels*	Wheel Barrows*	Top Soil
Ladders*	Lime	Mulch

\* NOTE - Items loaned out on receipt.

### CLEANING HINTS AND TIPS

**Fixtures:** If bathtub and sink fixtures are dull with soap film, soak a cloth in vinegar and wrap it around the faucet or handle. Leave the cloth on for a minute, then remove it, and polish the fixtures to a shine.

**Decals:** Use hot vinegar to remove those stubborn, sticky, no-slip decals from the bathtub. Vinegar also removes stick-on hooks from painted walls or the refrigerator, and price tags and labels from china and glass. To remove stick-on hooks, saturate a cloth or sponge with vinegar and try to squeeze the liquid behind the hook so that it comes in contact with the adhesive.

**Grease/Food Particles:** Grease and food particles should be wiped away with leftover soiled napkins or paper towels before dishes are rinsed.

**Fatty Liquids:** Fatty liquids left over from cooking should be allowed to cool so that solidified fat can be lifted off and discarded rather than rinsed down the drain.

**Drains:** A screen should protect all drains where hair is washed.

**Bathroom Tile:** A solution of one-half cup Borax to one-half gallon of water can clean bathroom tile. This cuts residue or film. Your tile becomes shiny clean.

**Dishwasher:** Keep your dishwasher odor-free by adding two teaspoons of baking soda to its regular cycle at least twice weekly.

**Floors (Non-wood):** Use ammonia and water (pay close attention to edges and corners) to strip wax from floors. A scraper, single-edged razor, and or scratch pad work well for this. Rinse with vinegar and water to remove cleanser residue. SOS type cleaners can be used to remove scuffmarks and stains (use care not to damage floors). Use ready shine wax such as Glo Coat, Future, Mop and Glo, to eliminate the need for buffing.

**Floors (Wood):** Clean with vinegar and water or use a product specifically made for wood floors. Be careful not to saturate floor.

**Walls and Ceilings:** Hot, soapy water works well. For marks, spray area, let soak a few seconds and wipe with cloth or scratch pad. Adhesive on walls or tape can be removed by using a single-edged razor blade and following procedures for removing marks from walls. Toothpaste removes crayon from walls. Bleach removes mildew.

**Windows:** Use a small paint-type brush, toothbrush or knife to get into corners of tracks or sills. Use newspaper to dry windows; this eliminates smears and smudges on the panes. Razor blade or scratch pad may be used to remove hard to get off heavily soiled areas, but care must be taken not to damage or scratch the window. WD40 works to remove sticker or tape adhesive. Remove blinds; soak in bathtub, and clean with a brush.

**Stove:** Oven cleaner and SOS pads work well for cleaning oven racks. For hard to get burnt on areas, use a single-edged razor blade. Soak oven parts in ammonia water overnight or place in large plastic bag with

ammonia water and bake in the sun to remove burnt on grease and food. SOS scratch pad, razor blade, and paper towels (to remove oven cleaner residue) are good tools to use for cleaning stoves. Ordinary table salt will clean up messy oven spills. Let the oven cool, and then wet the spill. Sprinkle on the salt, let it work for a few minutes, then scrape it away and wash the area clean.

**Cabinets:** Use WD-40 to remove adhesive from tape, decals, shelf paper, etc. If shelf paper leaves drawers/shelves sticky, spray the area with WD-40, then with Windex or Fantastic. Work over the sprayed area and then wipe off. If WD-40 is used, ensure that the area is completely rinsed and cleaned because it is oil based.

**Porcelain:** Use pumice stone to remove water/calcium deposits from bathtubs, sinks and toilets.

**Parking and Driveway Areas:** Use dirt or gray cat litter to soak up surface oil and grease, and then sweep up and dispose of material.

**Grounds:** Use a powered weed cutter or a trowel to remove grass from cracks. Powered weed cutters can also be used for edging and trimming around trees and bushes.